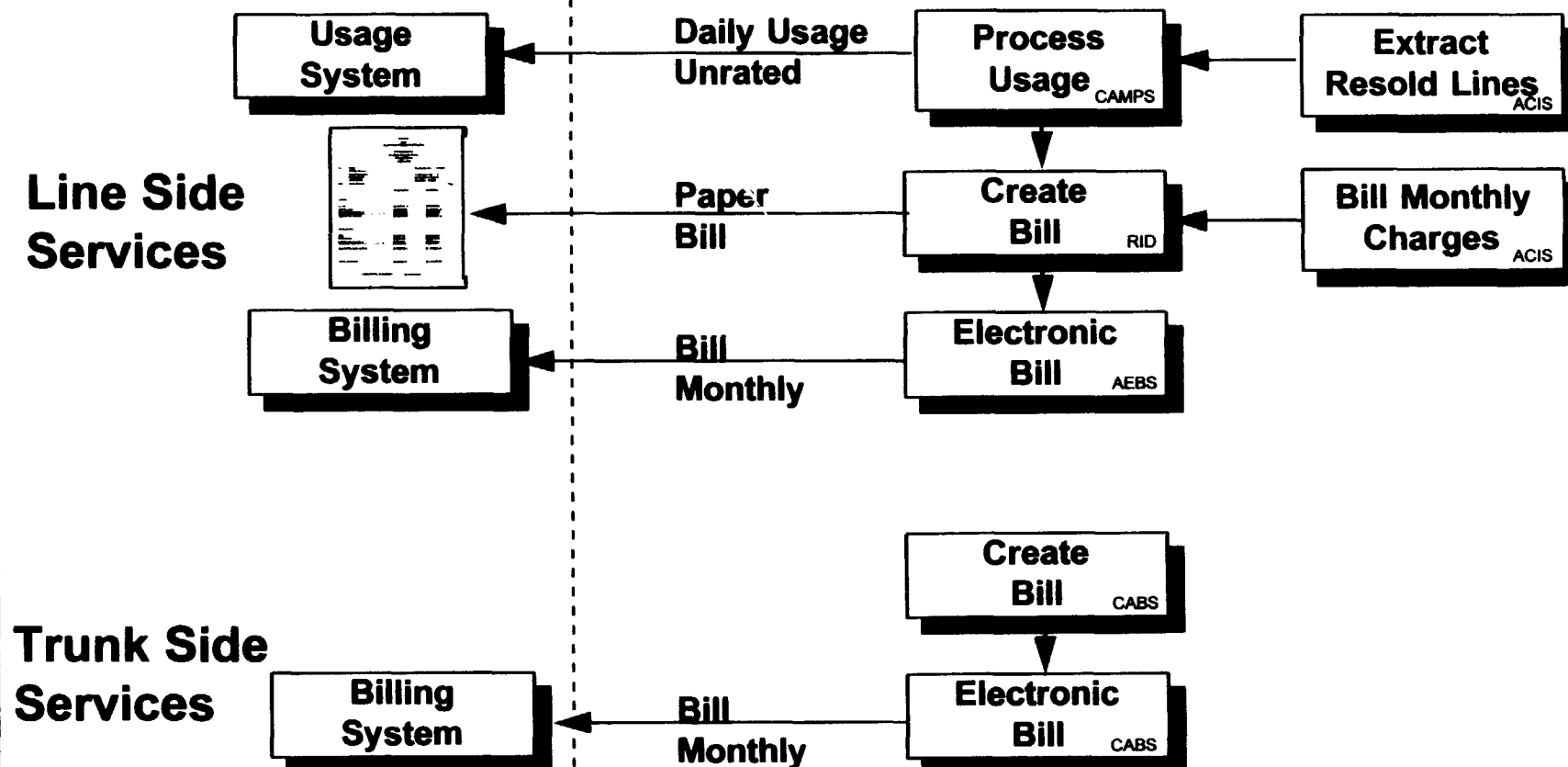


Billing

Electronic Interface

CLEC ILEC



System Parity

○ **Using Outside Firm**

➤ **Industry Scan**

- Industries that Gone Deregulated
- Emphasis on Parity Concerns

➤ **Tools Selection / Implementation**

- Monitoring
- Simulation

○ **Measurements**

➤ **Availability of Business Function**

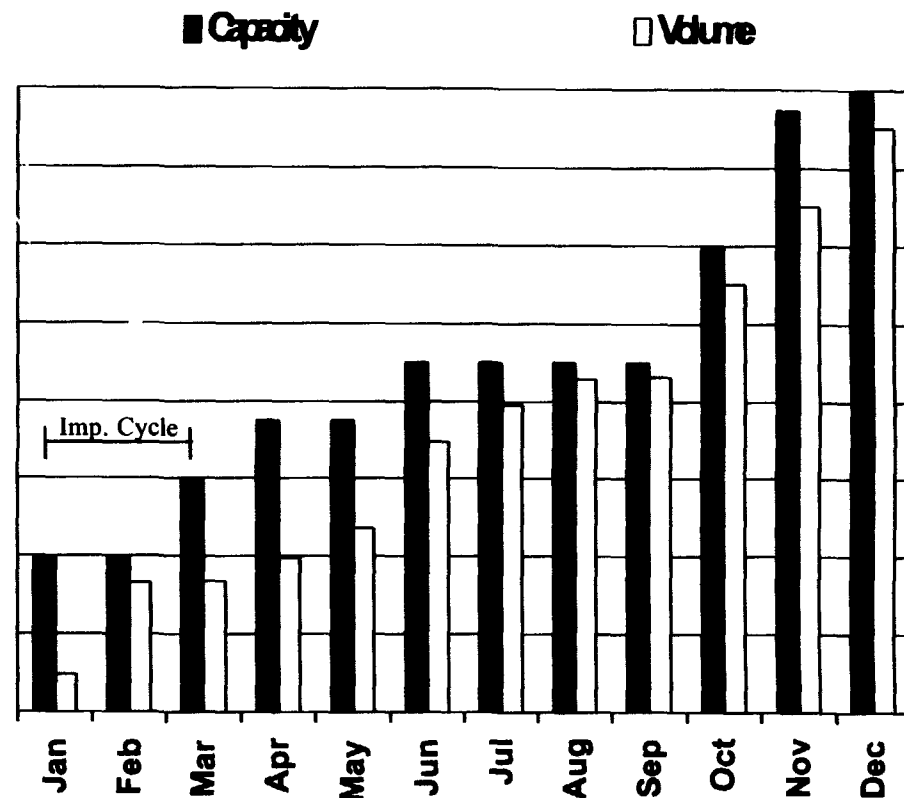
➤ **Reliability**

➤ **Response Time (Business Transaction Time)**

○ **New/Enhanced Functionality Screen**

Capacity Planning

- Forecast
- Monitoring
 - Forecast Vs. Actual
 - Churn Rates
- Implementation Cycle
 - System - 3 Months
 - Maintenance - 6 Weeks
 - Ordering - 6 Weeks
- Modified “Just in Time”



OSS Capacity

- Design 600/Hour Ordering
- On-Line Assumptions
 - 1.75 Lines/CSR
 - 15% Require Telephone Number
 - 25% Require Due Date
- Additional Capacity 90 Days

Resale Ordering

Current and Planned Capacity - Manual

- Current Data
 - Average order size = 7.62 lines/request
 - Ameritech order req'd = 1.45 ACIS orders/request
 - Order Processing time = 10 mins./ACIS order
 - Incremental time if received manually = 11 mins./request
- Current Volume =
 - 2,500 Lines per month.
- Current available force:
 - 23 Service Representatives
 - 2 Administrative Support
- Available order processing capacity:
 - 22,600 Requests/month
 - 1,050 Requests/day
 - Assumes mandatory overtime of 20 hours/employee/week

Resale Ordering (con't)

- Capacity additions;
 - SR's added when steady volume reaches 14,400 requests/mo.
 - Each SR add capacity for 980 requests per month.
 - SR can be hired and trained in 6 weeks.
 - 3 shift capacity = 80 SR's
- Emergency Capacity:
 - 185 additional Service Representatives are available in AIIS for order processing on an overtime basis.
 - 3 days training is required for basic order processing.
 - Adds capacity for 65,000 requests, if needed (350 requests per SR).

Unbundled Network Elements

Current and Planned Capacity

- Current Data:
 - Average loops per request = 1.0
 - % requests with SPNP = 60%
 - Order processing time with SPNP = 42 minutes
 - Order processing time without SPNP = 27 minutes
 - Incremental time for request sent via fax = 11 minutes
- Current Volume =
 - 2,800 requests per month
- Current force:
 - 29 Service Representatives
 - 3 Administrative Support
- Current capacity:
 - 11,750 requests per month
 - 550 requests per day
 - Assumes mandatory overtime of 20 hours/employee/week

Unbundled Network Elements (cont..)

Current and Planned Capacity

- Capacity additions:
 - SR's added when steady volume reaches 7,400 requests/month.
 - Each SR adds capacity for 400 requests/month.
 - Required lead time to hire/train SR's is 6 weeks.
 - 3 shift capacity = 65 SR's.
- Emergency capacity:
 - 185 additional Service Representatives are available in AIIS for order processing on an overtime basis.
 - 5 days training is required for basic order processing
 - Adds capacity for 27,000 requests, if needed (150 per "emergency SR").